GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:5045
ANSWERED ON:27.08.2001
CHANGE OF TICKETS BY THE JET AIRWAYS
SADASHIVRAO DADOBA MANDLIK

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether private airlines perticularly the Jet Airways change the tickets booked under business class to economy class just before the date of flight which causes a lot of inconvenience to the passengers;

(b) if so, the number of such cases relating to Jet Airways that have come to notice during the last three years; and

(c) the action taken by the Government in this regard to check recurrence of such incidents?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV)

(a), (b) and (c): Overbooking of tickets to a limited extent is an accepted industry practice worldwide in the airline business to ensure optimum capacity utilisation. In such a situation, occasionally, it is probable that last minute changes have to be resorted to in so far as class by which the passenger travels is concerned. During last three years, Jet Airways has downgraded 0.05% tickets of the total capacity offered in business class, while no such instance has been reported in Sahara Airlines. More details in this regard are however being collected from all the scheduled operators.